

## FloQast Helps Global Gaming Solutions Find Confidence in the Close

Founded in 2008, Global Gaming Solutions has successfully leveraged the business and technological expertise of the Chickasaw Nation to invest in the gaming, racing, and entertainment industries. The GGS team has designed, operated, or opened more than 30 casinos and placed or managed more than 50,000 electronic games. They currently manage the Golden Mesa Casino in northwest Oklahoma, own and operate the hotel towers at WinStar World Casino, operate Remington Park, the largest commercial racino in the Oklahoma City area, and Lone Star Park in the Dallas/Ft. Worth Metroplex.

Amanda Lane, Financial Business Process Manager at [Global Gaming Solutions](#) (GGS), started her career with the company as the Director of Finance at one of their flagship properties, Remington Park. Key to her role there was ensuring that all balance sheet accounts were reconciled, but she struggled to have an easy or practical way of doing so.

“We were managing it all through Excel, and I couldn’t keep track of who had done what. It was really inefficient at the time,” she recalls.

Today, she and Casey Morgan, Director of Finance at GGS, are responsible for reviewing reconciliations for all six of the company’s properties across Oklahoma and Texas.

“Prior to FloQast, we had to search through numerous folders, the shared drive, and find backups that have been emailed back and forth,” Amanda shared. They liked that FloQast provided a centralized hub that would allow the team to easily collaborate and document their work with file attachments and sign-offs.

### Leading Change

GGS started by implementing FloQast for the primary corporate accounts before rolling it out to the individual properties and subsidiaries.

Of course, getting buy-in for change can be a struggle in any company—especially when people are used to doing things a certain way. Initially, some employees expressed concern that adding FloQast to their Close process would mean extra work and extra time that they just didn’t have to spare. Instead, Amanda and Casey showed them how FloQast would help them expedite the close process and actually save time.

“We’ve been able to illustrate how much quicker and more efficient the Close is,” Casey said. “Instead of a two-week process, now it’s a four-day process, so you have the rest of the month to work on the current month.”

The team quickly realized how helpful it is to see where everyone is in the Close process and not have to save different versions of Excel reconciliation and supporting documentation in multiple locations. Once they got past the initial resistance, some of their team members who were the most reluctant to use



GLOBAL GAMING  
SOLUTIONS, LLC

### INDUSTRY

Gaming

### ERP

Microsoft Great Plains

### OBJECTIVE

Formalize the month-end close process to ensure accuracy and timeliness and improve visibility.

### WHY FLOQAST

- Wanted to resolve challenges they were having with reconciliations and ensure cash was reconciled appropriately.
- Sought to standardize processes across their teams and with their external auditors.
- Needed to optimize their Microsoft investment with FloQast and its native integrations with the Microsoft suite of productivity tools.

### RESULTS

- Reduced the Close from two weeks to four days.
- Ability to balance the workload across team members has increased satisfaction and team morale.
- Deepened team members’ understanding of why they’re doing certain tasks and gained confidence in the accuracy of their numbers.

FloQast became its biggest fans, underscoring the power of automation and efficiency gains.

“They say they love it now! I don’t have a single person that’s like, ‘Ugh, FloQast.’ They all like to go in there and make sure their stuff is done on time,” said Casey. “It’s surely been helpful having statistics to show them the results of the changes they pushed back on in the beginning.”

FloQast has also helped improve teamwork at GGS’s individual properties.

“If one person is slammed and they’re struggling, another person who’s done with their work can see that and help them out,” said Ashlie Battaglia, Facility Controller at Remington Park. “It’s just been great to help keep us on track, make sure we’re not forgetting anything, and that we’re all working toward the same goal.”

## FloQast + Microsoft

Because FloQast directly integrates with Excel, Teams, OneDrive, and Outlook, the GGS team didn’t have to entirely overhaul their processes to improve their reconciliations and Close process.

As a reviewer, Ashlie gets numerous notifications when reconciliations are out of balance, changes are made to a reconciliation that’s been signed off, or tasks are late. Rather than cluttering her email inbox with notifications, Ashlie has them go to Microsoft Teams.

“It’s helpful because I keep Teams up all day long,” she shares. “If I get a notification, I hop in there real quick. It’s much more efficient.”

FloQast’s integration with OneDrive also makes hunting down files and version control problems a thing of the past. Prior to using FloQast, people created their own files in a shared drive, and they were hard for others to locate. When a long-tenured employee left, the team spent hours digging through her shared drive folders to find specific documents.

“Now, all documentation is put in OneDrive, and it’s there for everyone,” Amanda said. “I like that aspect because I don’t have to go onto their shared drive to find files.”

## “It Has Been a Win All the Way Around”

Casey said she is thrilled by how easy FloQast makes the reconciliation review process.

“Before, all our recs for one company were in the same file, and I needed to block out a bigger chunk of time to be able to review several rec accounts at the same time,” she said. “Now, if I have 10 minutes before a call, I can easily log into FloQast and review a handful of recs.”

Collaboration with external auditors has also been a high point and helped cement the team’s acceptance of FloQast. Normally, they receive several request lists from the auditors. But this year, all of their work was in FloQast for the auditors to see. As a result, the number of audit requests and questions decreased significantly.

“Our auditors all bragged about how much easier this made the audit,” Morgan said. “We were able to get through stuff much quicker. If they weren’t able to be on-site for some reason, everything was available to them remotely. **It has been a win all the way around for us.**”

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**AMANDA LANE**, FINANCIAL BUSINESS  
PROCESS MANAGER

## Confidence in the Close

When Ashlie started with the company three years ago, she was told the Close necessitated long hours and late nights. But that’s not the case today.

Because they have everything in one place and a master checklist of tasks that need to be completed, the team can be proactive by working ahead throughout the month. They can also easily reallocate tasks to ensure some team members aren’t working late while others have time on their hands.

At the end of last year, an employee traveled out of state for the holidays and wound up in the hospital. Prior to FloQast, handling her year-end tasks in her absence would have been nearly impossible.

“With FloQast, it was easy,” Ashlie said. “We filtered for her items, divvied them out, and we made it happen. Everything was fine.”

Having greater visibility into what needs to be done has made the workload more manageable and helped the team feel confident that everything that needs to be done is done.

“I honestly think they’re more confident in their Close,” Amanda said. “When they close their books, and everything’s been signed off on, there may be one or two outstanding items, but nothing extravagant is getting missed. I think that they’re more confident that everything’s been recorded.”



#FloQast

## About FloQast

FloQast delivers workflow automation software enabling organizations to operationalize accounting excellence. Trusted by more than 1,800 accounting teams – including Twilio, Los Angeles Lakers, Zoom, and Snowflake – FloQast was built by accountants, for accountants to enhance the way accounting teams work. FloQast enables customers to streamline processes such as automated reconciliations, documentation requests, and other workflows that impact the month-end Close, financial reporting, and payroll, and is consistently rated #1 across all user review sites. Learn more at [FloQast.com](https://www.floqast.com).

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